GUIDE TO CALLING CUSTOMER SUPPORT

To find out who to call for Pell Customer Support, find your general topic in Column 2 and call the number listed for that topic in Column 3. Column 2 lists the issues and questions by general category that data exchange users often raise on the telephone. Column 3 identifies the support representative responsible for each topic.

#	Topic	Number to Call
1.	**Reasons for rejecting a Pell payment record:** Processing may result in reject codes for invalid or inconsistent data.	**RFMS:** 1-800-4PGRANT, press option 2 or E-mail #pell_systems@ed.gov through the Internet.
2.	**Processing of Pell payment data:** reporting options and requirements; processing flow; turnaround time, etc.	**RFMS:** 1-800-4PGRANT, press option 2.
3.	**Batch status:** Where is the batch in processing? Has it been processed? Is it okay? What problems exist, if any?	**RFMS:** 1-800-4PGRANT, press option 2; press option 1 (IAS) to check status of Pell Grant payment batches.
4.	**Pell payment software for Windows:** how the Windows software works; steps in doing functions; how Windows software integrates with EDExpress.	**CPS:** 1-800-330-5947.
5.	**Pell payment software for DOS:** how it works; steps in doing function.	**RFMS:** 1-800-4PGRANT, press option 2.
6.	**PC hardware/network support for Pell payment software for Windows:** settings of PC and network to optimize efficiency of the Pell payment software for Windows.	**CPS:** 1-800-330-5947.
7.	**PC hardware/network support for Pell payment software for DOS:** settings of PC and network to optimize efficiency of the Pell payment software for DOS.	**RFMS:** 1-800-4PGRANT, press option 2.
8.	**Third-party Pell payment software:** questions from institutions using third-party software.	The vendor who created the software.
9.	**Vendors creating third-party Pell payment software:** technical questions about developing a Pell payment system or software.	**RFMS** (using Pell Payment Technical Reference): 1-800-4PGRANT, press option 2.

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10.	**Floppy disk or recipient (tape) data exchange:** questions about participation in the floppy disk or recipient (tape) data exchange.	**RFMS:** 1-800-4PGRANT, press option 2.
11.	**Diskette Virus Detected:** questions related to the alert of viruses detected and instructions on resubmitting another diskette.	**RFMS:** 1-800-4PGRANT, press option 3.
12.	**Damaged tape or cartridge:** questions about resubmission of data due to damaged tape or cartridge.	**RFMS:** 1-800-4PGRANT, press option 3.
13.	**Rejected Floppy Diskette:** questions related to the reasons for rejection and instructions on resubmission.	**RFMS:** 1-800-4PGRANT, press option 3.
14.	**Rejected IPS Batches:** questions related to the reasons for rejection and instructions on resubmission.	**RFMS:** 1-800-4PGRANT, press option 3.
15.	**Recreating batches:** putting payment data in a batch again when it is determined that the original batch was not put on the TIV WAN for ED to retrieve/process.	**CPS:** Pell Windows software users dial 1-800-330-5947. **RFMS:** Pell DOS software users dial 1-800-4-PGRANT, press option 2. Third party vendors' software users must call the vendor who created the software.
16.	**Retransmit batches:** resend a batch that was put on the TIV WAN for the user to retrieve.	**TIV WAN** (if within a 180-day window): 1-800-615-1189.
17.	**Batch replacements:** when you determine that TIV WAN can no longer retransmit a payment data batch (beyond a 180-day window).	**RFMS** (using Pell Payment Technical Reference): 1-800-4PGRANT, press option 1 (IAS) or 2 Customer Service Representative).
18.	**Specific questions on data reports:** information reported on EPPPDs, SPS, and SOA/ESOA.	**RFMS:** 1-800-4PGRANT, press option 2.
19.	**Financial information:** Institutional authorization, funding, and reporting.	**RFMS:** 1-800-4PGRANT, press option 2.

#	Topic	Number to Call
20.	**Problems transmitting payment data to the network:** using IAM for DOS, or EDconnect for Windows.	**TIV WAN:** 1-800-615-1189
21.	**TIVWAN Enrollment Questions:** inquiries about the sign-up process and/or completion of enrollment forms.	**TIV WAN:** 1-800-615-1189
22.	**TIVWAN Production status:** questions regarding your tested status for Pell payments, and/or requests to change/update a status.	**TIV WAN:** 1-800-615-1189